

From: [Policy MailIn](#)
To: [REDACTED]
Subject: FW: 5 Year Statutory Review NCAT
Date: Wednesday, 26 June 2019 1:20:24 PM

From: joanne brown [REDACTED]
Sent: Wednesday, 26 June 2019 11:53 AM
To: Policy MailIn
Subject: 5 Year Statutory Review NCAT

To whom it may concern

I am writing as I will be submitting a response to the above review and would like to be included in the round table discussions.

NCAT has been an absolute nightmare it has caused me stress, they have allowed my matter to drag on, they have not followed their own published guidelines and policy. I have been before the Tribunal 14 times over the past 2 years, it has been costly, they have directed I get legal advice which all goes against what I believed NCAT was about.

My matter involved an unlicensed contractor who undertook defective work to my bathroom laundry. I believed that this was quite a straightforward matter. I will be requesting my matter be scrutinised as part of your review because it will highlight the ineffectiveness of the process and organisation.

I will be providing all my case numbers so that you can review all the documents that have been considered. My matter is still not resolved at today's date.

Kind regards,

Joanne Brown.

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